



wisconsin department of  
**children + families**

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Division of Enterprise Solutions

August 13, 2010

To: Steve Martinelli  
Cost Allocation & Program Integrity Section  
Bureau of Finance

From: Sarah R. Cannon, Research Analyst,  
Bureau of Finance

Final  
Final

**RE: FFY'10 3<sup>rd</sup> QUARTER RESULTS FOR THE RANDOM MOMENT TIME STUDY**

The Random Moment Time Study is a federally approved study used to accurately determine proportions of service worker time spent providing certain services to particular groups of clients. During the 3<sup>rd</sup> quarter of Federal Fiscal Year 2010 (April 1 – June 30, 2010), 2760 telephone calls were conducted to county social service workers. Of these calls, **1,612** were recording work related to the needs of an individual client.

The Random Moment Time Study data has been tabulated for substitute care activity for the 3<sup>rd</sup> quarter of Federal Fiscal Year 2010 (April 1 – June 30, 2010). Results of telephone interviews yield the following breakout of Foster Care activity (% results based on **1,612** client-related calls):

***Foster Care Activity***

		<b>Statewide RMTS Results</b> (Control and Experimental Guardianship Group calls have been excluded)					
		<i>Exempt Group</i>		<i>Unassigned Group</i>		<i>Total</i>	
		<i># of interviews</i>	<i>% of individual clients</i>	<i># of interviews</i>	<i>% of individual clients</i>	<i>Total # of interviews</i>	<i>Total % of individual clients</i>
<b>1. Eligibility Determination</b>							
01	Eligibility Determination	0	0.00%	0	0.00%	0	0.00%
	<b>Total Eligibility Determination</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>2. Foster Care Activities</b>							
02	Rate Setting	0	0.00%	4	0.25%	4	0.25%
03	Placement of Children	0	0.00%	38	2.36%	38	2.36%
08	Preparation for & Participation in Judicial Determination ( <i>less 1 subsidized guardianship call</i> )	0	0.00%	63	3.91%	63	3.91%
09	Resource Development	0	0.00%	38	2.36%	38	2.36%
10	Recruitment	0	0.00%	2	0.12%	2	0.12%
21	Transportation for FC Administration	0	0.00%	19	1.18%	19	1.18%

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41	Dev. Of Case Plan ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%
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		<b>Statewide RMTS Results</b> (Control and Experimental Guardianship Group calls have been excluded)					
		Exempt Group		Unassigned Group		Total	
		# of interviews	% of individual clients	# of interviews	% of individual clients	Total # of interviews	Total % of individual clients
42	Dev. Case Plan ~ Child-Non-Medical	0	0.00%	8	0.50%	8	0.50%
43	Dev. Of Case Plan ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
44	Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
51	Case Review ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%
52	Case Review ~ Child-Non-Medical	0	0.00%	48	2.98%	48	2.98%
53	Case Review ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
54	Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
61	Case Management ~ Child-Medical	0	0.00%	13	0.81%	13	0.81%
62	Case Management ~ Child-Non-Medical (less 4 subsidized guardianship calls)	1	0.06%	392	24.36%	393	24.38%
63	Case Management ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
64	Case Management (Family Mbr-Medicaid ineligible)	0	0.00%	12	0.74%	12	0.74%
71	Referral for Services ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%
72	Referral for Services ~ Child-Non-Medical	0	0.00%	3	0.19%	3	0.19%
73	Referral for Services ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
74	Referral for Services (Family Mbr-Medicaid ineligible)	0	0.00%	1	0.06%	1	0.06%
<b>Total Claimable Foster Care Activities</b>		<b>1</b>	<b>0.06%</b>	<b>641</b>	<b>39.77%</b>	<b>642</b>	<b>39.83%</b>

In FFY10, 3<sup>rd</sup> Quarter results of telephone interviews yield the following breakout of Preventing Foster Care Activity or Relative Placement (% results based on **1,612** client-related calls):

<b>Pre-Placement Activity</b>		# of interviews	% of individual clients
13	Prevention Case Plan Exists	131	8.13%
15	Court Proceedings Started	58	3.60%
<b>Total Pre-Placement Activity</b>		<b>189</b>	<b>11.72%</b>
<b>Total Claimable (Exempt &amp; Non-Guardianship calls only)</b>		<b>831</b>	<b>51.55%</b>
<b>Calls for Quarter (Foster Care + Pre-Placement)</b>			
<b>** Total Guardianship Calls</b>		<b>5</b>	<b>0.31%</b>
<b>Total Claimable Calls for Quarter (guardianship + non-guardianship calls)</b>		<b>836</b>	<b>51.86%</b>

	# of interviews	% of individual clients
<b><i>Non-Claimable Child-Related Calls</i></b>		
11 Not at Risk of Placement	272	16.87%
12 Positive Risk Assessment Completed	1	0.06%
16 Voluntary Kinship Placement	20	1.24%
81 Child Abuse/ Neglect Investigation	147	9.12%
82 Direct Social Services	37	2.30%
83 Juvenile Correctional Placements	32	1.99%
<b><i>Total Non-Claimable Child-Related Calls</i></b>	<b>509</b>	<b>31.58%</b>

<b><i>Total Child-Related Calls for Quarter</i></b>	<b>1,345</b>	<b>83.44%</b>
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(% results based on 2,760 total RMTS calls):

Client-Related Calls	1,612	58.41%
Non-Client-Related Calls	1,148	41.59%
<b><i>Total Number of Calls for Quarter</i></b>	<b>2,760</b>	<b>100.00%</b>
Total Child-Related Calls	1,345	83.44%
Total Adult-Related Calls	267	16.56%
<b><i>Total Client-Related Calls</i></b>	<b>1,612</b>	<b>100.00%</b>

The following is a breakdown of the remaining **1,148** calls for the quarter (% results based on a total of 2760 calls):

<b><i>Non-Client-Related Calls</i></b>		
01 - Out-of Sample Calls	128	4.64%
02 – Vacation	209	7.57%
03 - Sick Leave	65	2.36%
04 - Compensatory Time	254	9.20%
05 – Leave	51	1.85%
06 - Personal Time (Breaks, Bathroom, etc.)	108	3.91%
07 - Staff Development	96	3.48%
09 - General Administrative Activities	217	7.86%
11 - Other Activity (Not Client-Related)	6	0.22%
23 - General Service Activity/ Resource Development	14	0.51%
<b><i>Total - Non-Client-Related Calls</i></b>	<b>1,148</b>	<b>41.59%</b>

The number of client-related calls has been relatively stable for the last 2 Federal Fiscal years (FFY08 thru FFY10). However, the overall claiming trend for the Social Service Random Moment Time Study has been increasing or remaining fairly stable from FFY08-4<sup>th</sup> quarter thru the current FFY10-3<sup>rd</sup> quarter; after declining for 2 quarters (FFY08-2<sup>nd</sup> quarter and FFY08-3<sup>rd</sup> quarter); due to changes in Federal candidacy rules. Currently, more activity is spent on child-related cases; more specifically, claimable child-related cases.

	FFY08 – 1 <sup>st</sup> Qtr	FFY08 – 2 <sup>nd</sup> Qtr	FFY08 – 3 <sup>rd</sup> Qtr	FFY08 – 4 <sup>th</sup> Qtr	FFY09 – 1 <sup>st</sup> Qtr	FFY09 – 2 <sup>nd</sup> Qtr	FFY09 – 3 <sup>rd</sup> Qtr	FFY09 – 4 <sup>th</sup> Qtr	FFY10 – 1 <sup>st</sup> Qtr	FFY10 – 2 <sup>nd</sup> Qtr	FFY10 – 3 <sup>rd</sup> Qtr
1. Eligibility Determination	0.00%	0.06%	0.07%	0.06%	0.00%	0.06%	0.06%	0.00%	0.06%	0.00%	0.00%
2. Foster Care Activity	27.44%	28.36%	27.73%	28.62%	28.93%	33.64%	33.67%	34.42%	33.25%	34.75%	39.83%
3. CPA	0.07%	0.06%	0.07%	0.06%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4. Pre-Placement Activity	14.21%	9.43%	9.78%	12.02%	13.67%	11.98%	9.60%	12.95%	11.70%	11.86%	11.72%
Total Claimable Calls (excluding subsidized guardianship calls)	41.72%	37.92%	37.64%	40.78%	42.60%	45.68%	43.33%	47.37%	44.95%	46.61%	51.55%
Total Claimable Calls (including subsidized guardianship calls)	42.24%	38.43%	38.24%	41.08%	42.80%	45.99%	43.99%	47.75%	45.33%	47.09%	51.86%

Note:

1. Effective with FFY08 – 2<sup>nd</sup> quarter, additional questions regarding candidacy were added to the SS Random Moment Time Study (consequences for violation of juvenile delinquency orders and court activity within last 6 months). Effective FFY09 – 2<sup>nd</sup> quarter, Child Placing Agency workers were added to the SS Random Moment Time Study.
2. Effective with FFY10 – 2<sup>nd</sup> quarter, Milwaukee County JJ, Aging and Disability Units were removed from the SS RMTS.

Due to the Federal changes in regards to candidacy, there was a significant (4.78%) drop between the FFY08 1<sup>st</sup> quarter and the FFY08 2<sup>nd</sup> quarter for the Prevention of Foster Care Activity Codes (14.21% to 9.43%). However, due to the declining economic conditions, there has since been an increase in both Foster Care and Prevention of Foster Care Activity Codes.

One of the primary reasons for the return to previous IV-E claim rates is the continual global recession. The increase in the unemployment rate continues to add significant amounts of stress on the parents in Wisconsin, resulting in a 1.68% increase in child abuse/ neglect investigations from the beginning of the recession, 7.44% in FFY08-3<sup>rd</sup> quarter vs. 9.12% in FFY10- 3<sup>rd</sup> quarter – with the highest percentage of abuse/ neglect investigations in FFY10-1<sup>st</sup> and 2<sup>nd</sup> quarters (11.64% and 10.96% respectfully).

#### Abuse/ Neglect Investigations

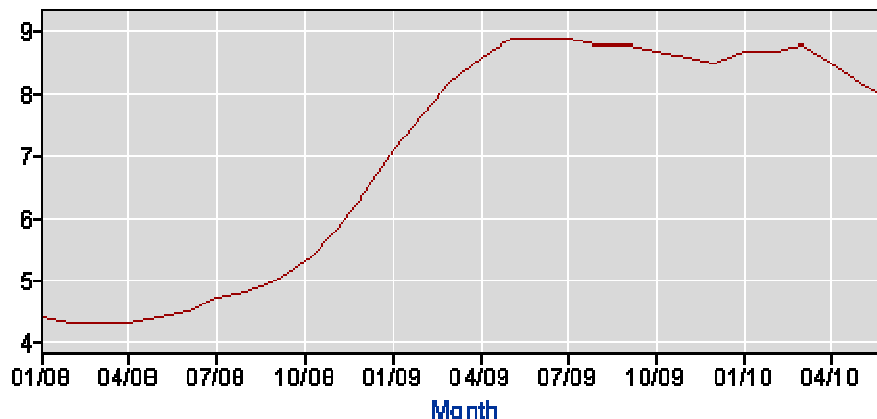
FFY07 – 1 <sup>st</sup>	6.20%	FFY08 – 1 <sup>st</sup>	7.11%	FFY09 – 1 <sup>st</sup>	8.45%	FFY10 – 1 <sup>st</sup>	11.64%
FFY07 – 2 <sup>nd</sup>	7.69%	FFY08 – 2 <sup>nd</sup>	6.85%	FFY09 – 2 <sup>nd</sup>	8.46%	FFY10 – 2 <sup>nd</sup>	10.96%
FFY07 – 3 <sup>rd</sup>	7.92%	FFY08 – 3 <sup>rd</sup>	7.44%	FFY09 – 3 <sup>rd</sup>	10.56%	FFY10 – 3 <sup>rd</sup>	9.12%
FFY07 – 4 <sup>th</sup>	7.33%	FFY08 – 4 <sup>th</sup>	7.70%	FFY09 – 4 <sup>th</sup>	10.58%	FFY10 – 4 <sup>th</sup>	

Based on information taken from the United States Department of Labor, [www.bls.gov](http://www.bls.gov), Wisconsin has seen a 2.6% increase in unemployment rates since October, 2008, the beginning of the 2009 Federal Fiscal year. Unemployment rates were at its highest (8.9% for May thru July, 2009) and have fallen slightly to 7.9% June, 2010; which is still a 2.6% increase from October, 2008 rates:

Year	Period	labor force	employment	unemployment	unemployment rate
2008	Oct	3079291	2915252	164039	5.3
2008	Nov	3085120	2906525	178595	5.8
2008	Dec	3093131	2895446	197685	6.4
2009	Jan	3101838	2882997	218841	7.1

2009	Feb	3109716	2870292	239424	7.7
2009	Mar	3114597	2858091	256506	8.2
2009	Apr	3115045	2846659	268386	8.6
2009	May	3110490	2835182	275308	8.9
2009	Jun	3100872	2823539	277333	8.9
2009	Jul	3087603	2812003	275600	8.9
2009	Aug	3073024	2801169	271855	8.8
2009	Sep	3058942	2791177	267765	8.8
2009	Oct	3046225	2782208	264017	8.7
2009	Nov	3035017	2774405	260612	8.6
2009	Dec	3026400	2768244	258156	8.5
2010	Jan	3030254	2767598	262656	8.7
2010	Feb	3039902	2774849	265053	8.7
2010	Mar	3046655	2777970	268685	8.8
2010	Apr	3052300	2792031	260269	8.5
2010	May	3054065	2803686	250379	8.2
2010	Jun	3040488(P)	2799803(P)	240685(P)	7.9(P)
P = Preliminary					

### unemployment rate



### Claimable Foster Care Activities

Statewide foster care activities have significantly increased from the previous quarter, increasing 5.08% - from 34.75% (FFY10- 2<sup>nd</sup> quarter) to 39.83% (FFY10 – 3<sup>rd</sup> quarter). **Statewide, the total IV-E claimable calls increased 4.77%; from 47.09% (FFY10-2<sup>nd</sup> quarter) to 51.86% (FFY10-3<sup>rd</sup> quarter).** Wisconsin has not seen these levels of claimable IV-E foster care activities since FFY04; when the claimable IV-E activity was 52.83%.

Statewide, almost all Foster Care codes remained fairly stable, with two exceptions. There was a 1.24% decrease in Code “08”, Preparation for & Participation in Judicial Determinations. But there

was an even more significant, and impressive increase in Code “62”, Case Management (Child – Non-Medical); which increased 5.86% from 18.52% (FFY10-2<sup>nd</sup> quarter) to 24.38% (FFY10-3<sup>rd</sup> quarter). More activity was spent on case management activities for children who have been removed from their parental homes, and placed in court-ordered relative, foster care, group home and residential care placements.

When you look at the break-down for the Bureau of Milwaukee Child Welfare, you will notice an even more significant, 6.98% increase in foster care activity and a 5.88% increase in the total IV-E claimable activity:

#### *Bureau of Milwaukee Child Welfare*

For BMCW, there was a 6.98% increase in claimable foster care activities; which increased significantly from 60.73% (FFY10 – 2<sup>nd</sup> quarter) to 67.71% (FFY10 – 3<sup>rd</sup> quarter). There was only one significant increase; which was in Code “62” – Case Management Activities; which increased 12.85% from 31.94% (FFY10-2<sup>nd</sup> quarter) to 44.79% (FFY10-3<sup>rd</sup> quarter).

There were three codes that decreased in claimable foster care activity for BMCW; which were Code “21”, Transportation for FC Administration (2.62% decrease); Code “52, Case Review - Child-non-medical (2.64% decrease); and Code “64”, Case Management – Family Member (1.57% decrease).

#### *Child Placing Agencies*

Child-Placing Agency calls actually saw a decrease in total claimable IV-E activity; which decreased 3.09% from 92.86% (FFY10-2<sup>nd</sup> quarter) to 89.76% (FFY10-3<sup>rd</sup> quarter). Foster care activity decreased 2.20% from 91.96% (FFY10-2<sup>nd</sup> quarter) to 89.76% (FFY10-3<sup>rd</sup> quarter).

This decrease can be attributed to decreases in Code “03” – Placement of Children (2.10% decrease); Code “42” – Development of Case Plan- child non-medical (2.10% decrease) and Code “62” – Case Management (3.81% decrease),

#### **Claimable Pre-Placement Activities**

Statewide, pre-placement activities remained fairly stable, decreasing a mere 0.14% from 11.86% (FFY10-2<sup>nd</sup> quarter) to 11.72% (FFY10- 3<sup>rd</sup> quarter).

BMCW saw a decrease in pre-placement activities; which decreased 1.09% from 9.95% (FFY10-2<sup>nd</sup> quarter) to 8.85% (FFY10-3<sup>rd</sup> quarter); due to a 1.61% decrease in Code “13” – Prevention Case Plan Exists. More of worker’s activity in BMCW was spent on children who were already removed from the parental home.

There were no pre-placement activity calls to Child Placing Agency workers for the FFY10-3<sup>rd</sup> quarter; so pre-placement activities decreased 0.89% from the FFY10-2<sup>nd</sup> quarter results.

#### **Non-Claimable Child-Related Calls**

Statewide, non-claimable child-related calls remained virtually unchanged, only decreasing 0.51% from the previous quarter; decreasing from 32.08% (FFY10 2<sup>nd</sup> quarter) to 31.58% (FFY10 – 3<sup>rd</sup> quarter). The most notable decrease was in Code “81” – Child Abuse/ Neglect Investigations. This activity decreased Statewide by 1.84% over the previous quarter. Child abuse/ neglect investigations still remain high at 9.12%. But this activity has decreased from an all-time high of 11.64% from FFY-1<sup>st</sup> quarter. Prior to the global recession, child abuse/ neglect investigations remained relatively stable at @7% of all client-related calls.

There were only modest increases in two non-claimable child related calls – Code “82” - Direct Social Services (0.78%) and Code “83” – Juvenile Correctional Placements (0.53%).

### **Non-Client Related Calls**

The breakdown for non-client-related activities increased 1.45% from FFY10 – 2<sup>nd</sup> Qtr results, 40.14% of all calls to FFY10- 3<sup>rd</sup> Qtr results (41.59%). The greater number of non-client related calls can be attributed to a 2.32% increase in vacation time and modest increases in the out-of-sample rate (0.54% increase), Staff Development (0.58% increase) and General Service Activity (0.14% increase).

BMCW’s non-client-related calls decreased 1.81% from 44.15% to 42.34%. However, BMCW’s Out-of-Sample rate has increased 3.54% to 12.31%; after improving the out-of-sample rate last quarter (8.77%). Traditionally, BMCW has averaged an out-of-sample rate around 11%; still significantly above the state-wide average of 5%.

BMCW does have a huge turnover; which has contributed to 5.71% of this quarter’s out-of-sample rate. However, 6.61% of the out-of-sample calls for FFY10-3<sup>rd</sup> quarter are due to no responses; when a worker either does not respond to the RMTS calls or responds too late to be considered a valid response. Of the 6.61% that could have been prevented, ½ of those no-responses (11 calls) can be attributed to 5 BMCW workers.

Child Placing Agencies had a 4.16% decrease in non-client-related activity – decreasing from 45.37% to 41.20%. Most of this can be attributed to decreases in Leave and General Administrative Activities. Like BMCW, the Child Placing Agencies increased their Out-of-Sample Calls (1.04% increase). However, most of these calls were thrown out due to the worker no longer working at the agency; (5.86% of their total 7.87% out-of-sample rate for FFY10-3<sup>rd</sup> quarter were due to the worker leaving the agency).

To continue this improvement in the out-of-sample rate, all workers, supervisors and liaison’s at the BMCW sites and at the Child Placing Agencies have been sent an email reminding them of the importance of compliance in responding to the time study within 48 hours or two business days to reduce the portion of Out-of Sample calls that they have a control over – the non-response rates. When an individual sample is thrown out, pollers send reminder emails to those workers to respond within the 48 hour time frame.



To determine Subsidized Guardianship and WISACWIS claims, the break-out of the **333** calls to BMCW are as follows (*based on 192 client-related calls*):

Activity Description	Unassigned & Exempt Group		Control Group		Experimental Group		Total	
	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	Total # of indicated interviews	Total % of activity for individual clients
<b>1. IV-E Eligibility Determination</b>								
01 Eligibility Determination	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>2. Foster Care Activity</b>								
02 Rate Setting	0	0.00%	0	0.00%	0	0.00%	0	0.00%
03 Placement of Children	5	2.60%	0	0.00%	0	0.00%	5	2.60%
08 Preparation for & Participation in Judicial Determination	20	10.42%	1	0.52%	0	0.00%	21	10.94%
09 Resource Development	1	0.52%	0	0.00%	0	0.00%	1	0.52%
10 Recruitment	0	0.00%	0	0.00%	0	0.00%	0	0.00%
21 Transportation for FC Administration	1	0.52%	0	0.00%	0	0.00%	1	0.52%
41 Dev. Of Case Plan (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
42 Dev. Case Plan (Child-Non-Medical)	2	1.04%	0	0.00%	0	0.00%	2	1.04%
43 Dev. Of Case Plan (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
44 Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
51 Case Review (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
52 Case Review (Child-Non-Medical)	9	4.69%	0	0.00%	0	0.00%	9	4.69%
53 Case Review (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
54 Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
61 Case Management (Child-Medical)	2	1.04%	0	0.00%	0	0.00%	2	1.04%
62 Case Management (Child-Non-Medical)	82	42.71%	0	0.00%	4	2.08%	86	44.79%
63 Case Management (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
64 Case Management (Family Mbr-Medicaid ineligible)	1	0.52%	0	0.00%	0	0.00%	1	0.52%
71 Referral for Services (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
72 Referral for Services (Child-Non-Medical)	1	0.52%	0	0.00%	0	0.00%	1	0.52%
73 Referral for Services (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
74 Referral for Services (Family Mbr-Medicaid ineligible)	1	0.52%	0	0.00%	0	0.00%	1	0.52%
<b>Total Foster Care Activity</b>	<b>125</b>	<b>65.10%</b>	<b>1</b>	<b>0.52%</b>	<b>4</b>	<b>2.08%</b>	<b>130</b>	<b>67.71%</b>
<b>Preventing Foster Care Activity</b>								
13 Prevention Case Plan Exists	15	7.81%	0	0.00%	0	0.00%	15	7.81%
14 Eligibility Determination Exists	0	0.00%	0	0.00%	0	0.00%	0	0.00%
15 Court Proceedings Started	2	1.04%	0	0.00%	0	0.00%	2	1.04%
<b>Total Preventing Foster Care Activity</b>	<b>17</b>	<b>8.85%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>17</b>	<b>8.85%</b>
<b>BMCW – Total Claimable calls for the Qtr (including guardianship calls)</b>	<b>142</b>	<b>73.96%</b>	<b>1</b>	<b>0.52%</b>	<b>4</b>	<b>2.08%</b>	<b>147</b>	<b>76.56%</b>

The following is the break-out of the non-claimable BMCW activity:

<b><i>BMCW – Non-Claimable Child-Related Calls</i></b>									
11	Not at Risk of Placement	14	7.29%	0	0.00%	0	0.00%	14	7.29%
12	Positive Risk Assessment Completed	0	0.00%	0	0.00%	0	0.00%	0	0.00%
16	Kinship Placement as FC Prevention (no MA)	4	2.08%	0	0.00%	0	0.00%	4	2.08%
17	Kinship Placement – MA	0	0.00%	0	0.00%	0	0.00%	0	0.00%
81	Child Abuse/ Neglect Investigation (1 in Exempt)	26	13.54%	0	0.00%	0	0.00%	26	13.54%
82	Direct Social Services	0	0.00%	0	0.00%	0	0.00%	0	0.00%
83	Juvenile Correctional Placements	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total Non-Claimable Child-Related Calls		<b>44</b>	<b>22.92%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>44</b>	<b>22.92%</b>

<b>Total BMCW – Child-Related Calls</b>	<b>186</b>	<b>96.88%</b>	<b>1</b>	<b>0.52%</b>	<b>4</b>	<b>2.08%</b>	<b>191</b>	<b>99.48%</b>
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BMCW – Client-Related Calls	187	56.16%	1	0.30%	4	1.20%	192	57.66%
BMCW – Non-Client-Related Calls	141	42.34%	0	0.00%	0	0.00%	141	42.34%
<b>Total Number of Calls to BMCW for Quarter</b>	<b>328</b>	<b>98.50%</b>	<b>1</b>	<b>0.30%</b>	<b>4</b>	<b>1.20%</b>	<b>333</b>	<b>100.00%</b>

Total BMCW – Child Related Calls	186	96.88%	1	0.52%	4	2.08%	191	99.48%
Total BMCW – Adult-Related Calls	1	0.52%	0	0.00%	0	0.00%	1	0.52%
<b>Total BMCW Client-Related Calls</b>	<b>187</b>	<b>97.40%</b>	<b>1</b>	<b>0.52%</b>	<b>4</b>	<b>2.08%</b>	<b>192</b>	<b>100.00%</b>

<b><u>Client-Related Calls</u></b>								
12 - Supervisory Conference about Clients	5	1.50%					5	1.50%
13 - Face-to Face With Clients	31	9.31%					31	9.31%
14 - Telephone Contact With Clients	1	0.30%					1	0.30%
15 - Contact with Community Resource	12	3.60%					12	3.60%
16 - Contact With Agency Resource	25	7.51%					25	7.51%
17 - Contact With Relatives	14	4.20%					14	4.20%
18 - Travel	19	5.71%					19	5.71%
19 - Case Planning or Management	8	2.40%					8	2.40%
20 - Preparation of Forms and Letters	59	17.72%					59	17.72%
21 - Case Recording	18	5.41%					18	5.41%
22 - Other Activity (Client-Related)	0	0.00%					0	0.00%
24- Income Maintenance	0	0.00%					0	0.00%
25 - Resource Development - Foster Care	0	0.00%					0	0.00%
<b>Total Client-Related Calls (% based on 333 total calls)</b>	<b>192</b>	<b>57.66%</b>					<b>192</b>	<b>57.66%</b>

	<b>Unassigned &amp; Exempt Group</b>		<b>Control Group</b>		<b>Experimental Group</b>		<b>Total</b>	
	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>
<b>Non-Client-Related Calls</b>								
01 - Out-of Sample Calls	41	12.31%					41	12.31%
02 - Vacation	21	6.31%					21	6.31%
03 - Sick Leave	5	1.50%					5	1.50%
04 - Compensatory Time	14	4.20%					14	4.20%
05 - Leave	1	0.30%					1	0.30%
06 - Personal Time (Breaks, Bathroom, etc.)	10	3.00%					10	3.00%
07 - Staff Development	22	6.61%					22	6.61%
09 - General Administrative Activities	27	8.11%					27	8.11%
11 - Other Activity (Not Client-Related)	0	0%					0	0%
23 - General Service Activity/ Resource Development	0	0.00%					0	0.00%
<b>Total BMCW - Non-Client Related Calls</b> <i>(% based on 342 total calls to Milwaukee)</i>	<b>141</b>	<b>42.34%</b>					<b>141</b>	<b>42.34%</b>
<b>Total BMCW Calls</b>	<b>333</b>	<b>100%</b>					<b>333</b>	<b>100%</b>

With the elimination of calls to Juvenile Justice, Aging and Disability Unit workers, virtually all of the calls to BMCW (99.48%) are child-related calls. This continues to be a main factor for the continued increases in the claimable foster care and pre-placement activity for BMCW. Fewer calls were made to workers who were not working with children. And fewer calls were made to those workers who were not performing a IV-E claimable activity.

There was a 1.81% increase in client-related calls; which increased from 58.53% to 57.66%. Because of the stubbornly poor economic conditions, claimable foster care activities have continued to increase.

There was a larger (8.58%) increase in foster care activity from FFY10-1<sup>st</sup> quarter to FFY10-2<sup>nd</sup> quarter. However, there was still a substantial (6.98%) increase this past quarter from 60.73% (FFY10-2<sup>nd</sup> quarter) to 67.71% (FFY10-3<sup>rd</sup> quarter). Most notably, there was a huge increase in Code “62” – Case Management – Child (12.85%).

There was a 1.09% decrease in Pre-Placement Activities; decreasing from 9.95% to 8.85%.

### **Claimable Foster Care Activities**

As stated previously, there was a 5.58% increase in IV-claimable activities for BMCW. These activities increased from 60.73% (FFY10 – 2<sup>nd</sup> quarter) to 67.71% (FFY10 – 3<sup>rd</sup> quarter). The most significant was the increase in Codes “62” – Case Management (Child-Non-Medical).

### **Claimable Pre-Placement Activities**

Similar to Statewide results, there was not a significant change in claimable Pre-Placement Activities. There was a 0.64% decrease in pre-placement activities; which decreased from 10.59% (FFY10 – 1<sup>st</sup> quarter) to 9.95% (FFY10- 2<sup>nd</sup> quarter).

### **Non-Claimable Foster Care Activities**

There was a significant (6.40%) decrease in non-claimable child related calls; which decreased from 29.32% (FFY10-2<sup>nd</sup> quarter) to 22.92% (FFY10-3<sup>rd</sup> quarter); mainly due to the decrease in child abuse/ neglect investigations.

State wide child abuse/ neglect investigations decreased 1.84% to 9.12%. However, the child abuse/neglect investigations in BMCW decreased even more significantly this quarter, decreasing 5.83% from 19.37% (FFY10 – 2<sup>nd</sup> quarter) to 13.54% (FFY10 – 3<sup>rd</sup> quarter); mainly due to more activity being spent on children who are already placed outside the home.

Additionally, with the removal of Juvenile Justice Workers from the Random Moment Time Study, the Juvenile Correctional Placements remains unchanged at 0.00%.

Similarly to State-wide results, BMCW workers continue to work on child-related cases; more specifically on cases involving children who have already been removed from the parental homes and placed in claimable foster care settings. Until the economy resumes to FFY08 levels, I will expect the Statewide IV-E claimable activity to continue to remain stable or increase.

	FFY08 – 1 <sup>st</sup> Qtr	FFY08 – 2 <sup>nd</sup> Qtr	FFY08 – 3 <sup>rd</sup> Qtr	FFY08 – 4 <sup>th</sup> Qtr	FFY09 – 1 <sup>st</sup> Qtr	FFY09 – 2 <sup>nd</sup> Qtr	FFY09 – 3 <sup>rd</sup> Qtr	FFY09– 4 <sup>th</sup> Qtr	FFY10 – 1 <sup>st</sup> Qtr	FFY10 – 2 <sup>nd</sup> Qtr	FFY10 – 3 <sup>rd</sup> Qtr
1. Eligibility Determination	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.39%	0.00%	0.00%
2. Foster Care Activity	50.00%	53.56%	47.11%	48.02%	46.31%	48.29%	44.66%	54.22%	51.76%	60.73%	67.71%
3. CPA	0.00%	0.42%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4. Pre-Placement Activity	14.42%	6.28%	11.57%	11.51%	15.98%	13.25%	11.07%	12.44%	10.59%	9.95%	8.85%
Total Claimable Calls (including subsidized guardianship calls)	64.42%	60.25%	58.68%	59.52%	62.30%	61.54%	55.73%	66.67%	62.75%	70.68%	76.56%

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